



Media Contact:  
Jacquelyn Thrasivoulos  
OnState Public Relations  
508.881.3109  
[jthراسي@on-state.com](mailto:jthراسي@on-state.com); Skype jthراسي

## **OnState Announces Mash-Up with Zimbra and Skype** *Unified Messaging for Skype Integrates Email, Voicemail, Call Recordings, & Business Chat with Open-Source Collaboration Platform*

*Newburyport, Mass. —February 12, 2008—* OnState Communications, innovating new-generation contact center solutions, today announced OnState Unified Messaging for Skype™. This single-platform Skype messaging solution integrates multiple business-communication modes such as: email; voicemail; business chat; and customer contact messaging and recording systems. Starting as low as \$10/per month, the solution enables communications-enhanced business processes for small- and medium-sized businesses that use Skype.

“Today, business interactions happen via a multitude of modes - verbal and written, real-time and asynchronous,” said Pat Kelly, CEO of OnState. “By mashing-up Zimbra, Skype and OnState, we’ve taken the first step in melding these communication modes to create a unified messaging solution.” Skype is a leading provider of real-time, Internet-based conversations; Zimbra offers open-source, next-generation messaging and collaboration; and OnState’s contact management software ensures customer requests are delivered to the right resource at the right time.

### **Managed Communications**

OnState Unified Messaging for Skype routes, manages, stores and archives a range of business communications to expedite business processes and drive improved customer-contact management.

Features include:

- Web 2.0 Ajax client
- integrated Skype voicemail
- dynamic call recording
- online business chat logging
- enterprise-class email and calendaring

- push-mail for mobile devices
- support for Outlook™, Thunderbird and other mail clients
- cross-mailbox search and compliance features

“With this latest offering, OnState advances its charter to deliver Web-based, enterprise-class, customer-contact management solutions at an industry-redefining price point,” noted Kelly.

OnState Unified Messaging for Skype is available now on the OnState web site and through select partners.

#### **About OnState™ Communications**

OnState gives small businesses a simple, low-cost, and scalable customer contact management solution. OnState Contact Center for Skype, a Skype for Business Extra, is the company’s flagship product. It integrates advanced call center tools into a single, partner-enabled and Web-embedded application. Visit: <http://www.on-state.com>.

#### **About Zimbra**

Zimbra, a Yahoo! company, is a leading provider of collaboration software for universities, businesses and service providers. Zimbra's rich AJAX interface is available on or offline to dramatically improve the collaboration experience. Zimbra is available on-premise or on-demand through our extensive hosted partner program. Visit: <http://www.zimbra.com>.

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